

MARYLAND TRANSIT ADMINISTRATION  
Citizens Advisory Committee (CAC)

The following meeting occurred on Tuesday, January 17, 2017, commencing at 1:04 p.m. at the Maryland Transit Administration, 6 St. Paul Street, Baltimore, MD 21201.

## ATTENDEES

Judy Bellamy	CAC Facilitator
Fr. Michael Bishop	Attendee
Peggy Ann Clark	Attendee
Edward K. Cohen	Attendee
Thomas Curtis	Attendee
Liam Davis	Co-Chair
Dr. Cecilia Davoli	CAC Member
Sequoia Distance	CAC Member
Jeannie Fazio	MTA Representative
Michael Gilhooy	MTA Representative
Linda Greene	CAC Member
Marlene Hendler (via phone)	Attendee
Tom Hewitt	MTA Representative
Nancy Huggins	CAC - Chair
John W. Mack	CAC Secretary
Dr. Osh Oshitoye	CAC Member
Fremont Sturtevant	CAC Member
Joseph Trapani	MTA Representative
Ross Turlington	MTA Representative

Absent: Ms. Jean Pula and Mr. Ron Skotz

## AGENDA

- I. Meeting Called to Order
- II. Welcome and Introductions  
Approval of the November Meeting Notes
- III. Office of Local Transit Support Update  
Jeannie Fazio, Deputy Director, Office of Local Transit Support
- IV. BaltimoreLink and Winter Schedule Changes Update  
Tom Hewitt, Director, Service Development
- V. Committee Reports
  - Mobility
  - Legislative Affairs and Customer Service
  - Infrastructure and Planning
  - Title VI and Safety
- VI. Old Business  
New Business
  - Metro Stations Update
- VII. Public Forum Questions
- VIII. Meeting Adjourns

## PROCEEDINGS

The meeting was called to order at 1:04 p.m.

Ms. Nancy Huggins had a moment of silence for Mr. Barker Much (CAC Member) who passed away in November.

The committee approved the November minutes.

### **Office of Local Transit Support Update**

Ms. Jeannie Fazio provided an overview of the Office of Local Transit Support. She explained that every county in Maryland, plus Baltimore City, Annapolis, and Ocean City, has Local Transit Support. The office provides funding, technical support, compliance, oversight and serve as a liaison between the locals and the Federal Transit Administration (FTA). Funding comes through their office to the locals. Every year, local jurisdictions apply for funding through the Annual Transportation Plan (ATP). The Office provides funding for more than 65 human service providers who apply for funding on a two-year basis. The technical support provided is mainly done through training, particularly ARTAP. The Office trains the LOTs, the drivers, and dispatchers with anything they need. In addition, the Office provides compliance and oversight, going out into the field to ensure they are complying with federal, state, local rules, and regulations so their funding will not be in jeopardy. A portion of the office distributes a RideShare grant and work with the Washington Council of Governments (WashCOG). State highway funds are transferred to FTA and used to get cars off the road to create vanpools, and carpools to support clean air mitigation.

### **Questions**

1. Mr. Liam Davis: What do you support in Baltimore County?

Ms. Jeannie Fazio: County Ride. To transport seniors, individuals with disabilities and low income individuals, but it is open to the general public. Montgomery, Prince George's, and Howard counties get funding from the Maryland Transit Administration (MTA) and from WashCOG.

2. Ms. Linda Greene: How is the development of routes within the county done in terms with the county and state? What is the state's obligation to fund the route or a portion of the route?

Ms. Fazio will follow up with the answer and whatever formula applies.

Ms. Nancy Huggins asked Ms. Fazio to follow up and pass the information on to Ms. Judy Bellamy.

3. Mr. Edward Cohen: Annapolis changed bus routes a few years ago, without Title VI application and they are not compliant. How can they get away with that? There is nothing on file with the Office of Compliance.

Ms. Huggins asked for Ms. Fazio to follow up and talk to Ms. Bellamy.

## Metro Stations Update

Mr. Michael Gilhooy and Mr. Joe Trapani addressed the concerns with State Center cleanliness and trash removal. Mr. Trapani said, "They appreciate the feedback and concerns from the committee." Metro has increased awareness and accountability among in house and contract teams. Entryway cleaning is handled by a contractor, and escalator cleaning is handled by in-house staff. Station cleaning is handled during business hours, 5:30 a.m.-4:30 p.m., with one person for every three or four stations handling general cleaning. The above ground station is one person for three stations because they are not as intense as cleaning process.

If riders have issues with cleanliness or other problems, they should contact the station attendant. They can get on the radio and relay a concern and someone can be dispatched to the address. If you see the problem twice, send an email and tell station attendant again.

## Questions

1. **Addressing station concerns.** Sturtevant: Is there anyone you can meet face to face with?

Mr. Trapani: The station attendant is the person you should meet with and there is a hotline number posted at each entrance.

Ms. Huggins added that you can follow through like sending Ms. Bellamy an email and she passed it on.

2. **Cleaning staff.** Dr. Cecilia Davoli: So, who does the cleaning?

Mr. Trapani: Street level entrances (head house) and overflow into the street is the contractor's responsibility. Down through escalators into the station is in-house. The janitors are stretched thin.

Dr. Davoli noted that the stations were pristine today.

Mr. Trapani said, "There was an effort to get deep cleaning done overnight and six months ago, you would have noticed a difference." Recently, within two months the janitors went to daytime shift fully.

3. **Bus Bridge.** Mr. Liam Davis: Is the Bus Bridge still operational? Mr. Trapani said, "No it's not."
4. **Metro Infrastructure.** Mr. Davis: How is our infrastructure doing? I know Washington Metropolitan Area Transit Authority (WMATA) is having problems from maintenance and safety standpoint.

Mr. Trapani said, "Baltimore Metro just won an award for safety and is good shape." He and Mr. Gilhooy just left the Capital Budget meeting and there will be some maneuvering of funds to meet the budget plan.

5. **Comment Boxes.** Mr. Turlington: Keith Jenkins mentioned comment boxes. Do you have any information?

Mr. Trapani said, "Metro implemented a hotline around four months ago, and he does not know about a comment box." That would be under Operations.

6. **Charles Center.** Mr. Cohen: A few years ago, there was money appropriated to fix leaks on north side of the Charles Center station. There was water on the south side and that was not addressed.

Mr. Trapani said, "There is a committee to deal with that, so he can follow up with Mr. Cohen."

## **BaltimoreLink and Winter Schedule Changes Update**

### **Winter Service Changes**

Winter Service Changes occurred on February 5, 2017. The big thing is the Bus Stop Optimization, which includes 330 stops. That information was published on December 12, 2017. So far, MTA has received 89 comments about the Stop Optimization. Out of those 89, 30 were not stop specific. People have general concerns about wanting no stops removed from their line. Stops being removed were low volume, too close together, or had safety concerns. If a stop garners more than five comments, MTA will look at it to see if the concern involves accessibility or safety issues.

Question:

1. Do you count each complaint as speaking for so many people? One person could make good point that affects others who are not making a comment.

Mr. Hewitt explained that the team is balancing the total number of users of the stop with the comments. There is still another stop that may be a few blocks away. If MTA needs stops in the future, they can bring them back. These stops have very low utilization and nearby stops. If stops are meshed together you improve times.

2. Ms. Huggins: Are you responding to people who submitted comments?

Mr. Hewitt said, "MTA has provided a canned response but not individual ones." Once a decision has been made MTA can follow up with individuals. Ms. Huggins added that it is a good idea to respond to people who really had a concern.

Mr. Hewitt gave an example of how some comments do not require follow-up, such as comments that say they want a stop removed because they want parking in front of their house. That is not a transit related comment.

3. Ms. Marlene Hendler: Friend was told by driver that the 20 line will not exist anymore. I told her they may change the number but they are not taking it out.

Mr. Hewitt said, "That it's correct." There are no reductions of service; however, there will be modifications to 20 in June.

Mr. Cohen added that this is an example of misinformation that has gotten out. I think you have a real need for sector maps. People did not see sector maps on version 3 where they did on 1 and 2. He also noted that he has never such a thorough vetting of ideas from public comment and the shaping of the proposal anytime and any transportation project.

Comments can be submitted up to February 21, 2017

## **BaltimoreLink**

January 5, 2017 the public hearings started and will run until this Thursday. Mr. Hewitt are going very well.

There will be additional reviews of a lot of these schedules. First, the MTA will complete the blocking phase then address the timetable development. There will be 85 new stops.

Three meetings left:

- Tonight, Baltimore County library in Catonsville
- Tonight, at Enoch Pratt in Waverly
- Pimlico

Mr. Hewitt said, "He will bring back the next version of BaltimoreLink for the committee to see." There are draft versions of the Service Standards and Bus Stop Design Guidelines so that the MTA can measure BaltimoreLink service. Ms. Huggins asked when Mr. Hewitt can he meet with the committee. Mr. Hewitt replied, he wants to have the drafts in good shape before the meeting so maybe March. He wants to vet it with the subcommittee then to the larger committee. Mr. Hewitt added that the MTA wants at segment level data, not just route level like we have been because sections of routes may be less active than others. With standards and guidelines in place, they can avoid developers trying to arbitrarily move bus stops.

## **Bus Schedule Pamphlet**

Mr. Hewitt handed out a rough draft of a Bus Schedule Pamphlet. Mr. Mark Sarkosky developed the draft. All color-coded lines will have their color. All local lines will be black and white. All Express Links will be gray and the brochure shows time points. The left-hand side has MTA information and right hand has the other modes. The map is general systematic, not to scale. It includes time point and transfer point. MTA has talked to consultants about adding connecting and major intersecting streets even if there may not be a transfer.

The pamphlets will not go into production until March or April and it will take a month to do them. Luckily, since they are one color, they can all be done in a month's time.

## **Questions/Comments**

1. **Visitor version.** Ms. Greene: I would love to see this kind of thing done for visitors that visit the City. I see the Poe House on here. Could be done showing destinations? They do that in London when you come off the subway. It is hugely successful for visitors.

Dr. Davoli: These landmarks can be helpful to people who live there. I am not sure it would be a waste of time for people who live here.

Mr. Hewitt said, "He is working with the Print Shop to provide some large print maps."

2. **Icons.** Mr. Curtis: You did not indicate the intersection with the Light Rail and the Subway on the map.

Mr. Hewitt: The icons are on there. Maybe, there should be a different legend symbol.

3. **Other affected schedules.** Mr. Cohen: Are you going to review the Metro and Light Rail schedule in light of this? Especially, with Light Rail because you have opportunity to increase capacity.

Mr. Hewitt: I will note and look at the review of the schedules.

4. Mr. Davis: It is great that you have CCC and BikeShare

Mr. Hewitt: I think we are going to add Zip cars on here too.

Mr. Huggins directed committee to address comments to Ms. Bellamy and she will pass them along.

### **Subcommittees**

Ms. Huggins asked if any Subcommittee would like to provide a report. No one did so she instructed them to meet before Feb. 21, 2017 when the CAC meets next.

### **Old Business**

Mr. Davis said, "He thinks the minutes should be posted online." Ms. Huggins said she knows and Ms. Bellamy is working on it.

### **New Business**

**Arts Committee:** Ms. Huggins said, "It is her privilege to serve on an art aimed, placing art at different MTA locations. Mr. Ross Turlington explained that as part of BaltimoreLink (Blink) and the MTA's effort to rebrand the system, they looking at areas of the new BLink system that will help transform the station and rebrand it. MTA established a committee to work with the art community and transit oriented individuals to identify locations. One location we identified is the West Baltimore Marc hub. MTA sent out requests to various artists and the committee met and reviewed proposals from 44 artists. We selected eight finalists who are developing proposals for art that could be installed at the facility. Ms. Huggins said, "They took art proposals submitted for RedLine and looked at it with a new perspective."

### **Questions/Comments**

1. Mr. Cohen encourages the arts committee to consider the art fit its location. He finds the sculpture at Penn Station does not fit with the architecture. Ms. Huggins said, "The committee focused on West Baltimore station and did consider just that stop.

Mr. Turlington said, "The committee is a start and we are looking to expand." We tried to get a diverse group but a lot were local artists.



2. Mr. John Mack: What is the funding for this program?  
Mr. Turlington: It is Federal.
3. Dr. Davoli: Can we update some of those other stations with this art? Something besides gray. Mr. Cohen said, "They used to be more brightly lit."

### **Committee Membership**

Members serve a one-year term and need to reapply. Starting Feb 1, 2017 until Feb 28, 2017 CAC is recruiting for new members. There will be an ad in Metro stations, on Light Rail, Buses, and on website. She offered copies to members who want to post them. Applicants should submit a letter of interest stating that they want to continue serving. Interviews will be conducted after letters have been received.

### **Additional Comments**

1. Mr. Cohen said, "There needs to be a canopy that runs between Lexington Market subway entrance over to both areas where you wait for Howard Street to keep people out of rain and offer as guideway to make your transfer." We don't have any marked path.

The next meeting is February 21, 2017 at 1 p.m.

Meeting adjourned at 2:17 p.m.